

# Service Delivery Interface (SDI) Communication Procedures

## Issue Communication Flows for SDI Pilot Production Environment

*For contact information, see Section 3 of this procedure.*

### 1. General Issues Communication Flow

This flow is for general issues such as bugs, inability to print, and other cases in which SDI is still functioning overall. See Section 2 for reporting outages.

- 1) *Users* report all problems encountered to the County DSS Automation Team.
- 2) The *County DSS Automation Team* opens a ticket with the Help Desk.
- 3) The *Help Desk* emails Team 51 (SDI support) and copies Team 54 (FSIS support) and the SDI Team.
- 4) *Team 51* determines the cause and either corrects the issue (if it is confined to SDI) or forwards the ticket to Team 54 (if it is an FSIS issue), copying the SDI Team on all emails.
- 5) After a resolution is in place, the user(s) is notified per Help Desk procedures.

### 2. Outage Communication Flow

The following possible scenarios will be adopted for SDI in the “Beta Pilot” Production environment:

- **Planned SDI outages:** These outages will occur at the same time as foreseen needs for downtime for FSIS, such as installation of a new version or upgrade.
- **Unexpected SDI outages:** This classification refers to instances when SDI goes down without any preparation or notice due to hardware or software failure, etc.

#### 2.1. Planned Outage Procedure

Planned outages will be scheduled at the same time as planned FSIS outages.

- 1) Two to three weeks in advance (or as soon as possible), *NC FAST SDI Coordinator(s)* will notify the Help Desk and inform them of the expected outage, including when the outage is planned, approximately how long it will last, and why the outage is necessary.
- 2) The *Help Desk* will use this information to create and distribute messages to:

SDI List Serv

SDI Team

Broadcast Messages (Mainframe)

- 3) Once SDI is functioning again, the *Help Desk* will create and distribute messages to the same groups that were notified in Step 2.

#### 2.2. Unexpected Outage Procedure

- 1) *County Users* report the outage to the County DSS Automation Team. If the person who initially discovers the problem is not a county user, that person should contact the Help Desk directly.
- 2) The *County DSS Automation Team* opens a ticket with the Help Desk.
- 3) The *Help Desk* emails Team 51 and copies Team 54 and the SDI Team.

- 4) If the *Help Desk* **can** access FSIS, then the issue is an SDI problem. The *Help Desk* opens a ticket and notifies Team 51 and the SDI Team. Go to Step 6.
- 5) If the *Help Desk* **cannot** access FSIS, then the issue is an FSIS problem. The *Help Desk* opens a ticket and notifies Team 54, Team 51 and the SDI Team. The issue then follows the FSIS communication flow (end of procedure).
- 6) The *SDI Technical Owner* assesses the situation as quickly as possible to devise the appropriate mode of attack and determine approximate downtime.
  - a) If the problem will require minimal downtime (up to or less than 4 hours), the *SDI Technical Owner* notifies the Help Desk.

*Help Desk* staff creates appropriate text messages and delivers them to:

SDI List Serv

SDI Team

Broadcast Messages (Mainframe)

#### OR

- b) If the problem will require extended downtime (more than 4 hours), the *SDI Technical Owner* notifies the Help Desk.

*Help Desk* staff creates appropriate text messages and delivers the messages to:

NC FAST SDI Business Staff

Broadcast Messages (Mainframe)

SDI List Serv

SDI Team

- 7) Once SDI is functioning again, the *Help Desk* is informed per standard procedures. The Help Desk then creates and distributes messages to the same groups notified in Step 6.

#### NOTE

Technical support is available **Monday through Friday, 8:00 a.m. - 5:00 p.m.** only.

### 3. Detailed Information

Short Name/ Acronym	Full Name/Description	Details
Team 51	DIRM Technical Support Team 51	DHHS DIRM support team for NC FAST SDI issues. This team can only be contacted by the DIRM Help Desk.
Team 54	DIRM Technical Support Team 54	DHHS DIRM support team for Food Stamp systems (FSIS) issues. This team can only be contacted by the DIRM Help Desk.
SDI Team	NC FAST SDI Development Team	The SDI Technical Owner is a member of this group. The group email is <a href="mailto:NCFAST.SDI@ncmail.net">NCFAST.SDI@ncmail.net</a> .
FSIS	Food Stamp Information System	An automatic system that contains information pertinent to an individual eligible to receive Food Stamps benefits.
Help Desk	DHHS/DIRM Help Desk	Provides initial technical support and coordination for DHHS. They already have established procedures that are not repeated in this procedure. Contact the Help Desk by calling (919) 855-3200, option 2.
SDI List Serv	New Hanover County email group for FSIS users	The SDI List Serv has not been established yet, as the New Hanover group is already available and the pilot is only in that county. However, once SDI begins production rollout, a true SDI List Serv will be created.